HSBC digital banking has never been so simple

Mobile Security Key

Available via the HSBC HK Mobile Banking app, the Mobile Security Key replaces your physical security device, allowing you to log in mobile banking easily. With the Mobile Security Key, you can generate security code to access Internet banking services quickly. Digital banking should be safer and more convenient.

Biometric Authentication

HSBC brings us ease and all rounded mobile banking experience to you. By using the new iOS Face ID, you can enjoy more convenient and secure mobile banking services. Without remembering any login or security Commonly, you can also log on and confirm transactions in the HSBC HK Mobile Banking app through fingerprint authentication with iOS Touch ID and Android™ Fingerprint ID.

Activate your Mobile Security Key and Fingerprint ID / Face ID to enjoy better mobile banking experience than ever before. If you want to enable biometric authentication, Face ID's process allow to the important information about associated risks in the relevant FAQ listed below on this page.

**For compatible phone only.*

Download the HSBC HK Mobile Banking app

Search "HSBC HK" from the App Store or Google Play™ and download the app. Activate your Mobile Security Key and biometric authentication now.

Download on the App Store | GET IT ON Google Play

Key Features

Bank-grade security
The Mobile Security Key is packed with advanced security and protection features to give you peace of mind.

Faster access
Log in faster with Mobile Security Key and biometric authentication to get things done quicker.

Do more with biometric authentication
Apple iPhone X, iPhone XS, iPhone XS Max, iPhone XR, iPhone 11, iPhone 11 Pro and iPhone 11 Pro Max users can use Face ID to log in to Personal Internet Banking, confirm transactions or set up biometric authentication.

Simplified digital banking
Mobile Security Key can also confirm notifications** on the HSBC HK Mobile Banking app. That way, you'll be notified when your attentions or actions are available, or if you have any tasks running through Pulse Personal Internet Banking. With Mobile Security Key, you can also use your Mobile Security Key to generate security code for logging on to Personal Internet Banking.

Activate your mobile security key

Step 1: Download or update the app, and open it

Step 2: Log in with your Personal Internal Banking credentials

Step 3: Read the introductory information

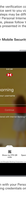
Step 4: Begin the activation by tapping "Accept and Continue"

Introductory page will be displayed upon successful log on. If you don't want to see this page, you can opt-out it from the "Activate Mobile Security Key" option under the Settings menu.

Please read the Terms and Conditions before the activation.

Step 5: Input the security code generated from your existing physical Security Device

(Note: actual steps may be different based on your Internet Banking profile, please follow to the instructions as presented in the app)



Step 6: Input the verification code sent to you via SMS

(Note: actual steps may be different based on your Internet Banking profile, please follow to the instructions as presented in the app)

Step 7: Follow the instructions to create your Mobile Security Key password

Step 8: You are all set. Mobile Security Key has been activated successfully

Activate your Mobile Security Key on a new phone (With old device)

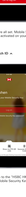
Step 1: Log on with your Personal Internal Banking credentials on the new device

Step 2: Select "Switch to this device" on your new device to proceed

Step 3: Select "I have my other device" on your new device

Step 4: You are all set. Mobile Security Key has been activated on your new device.

Step 5: Input the verification code on your new device sent to you via SMS *(Note: actual steps may be different based on your Internet Banking profile, please follow to the instructions as presented in the app)*



Step 6: Follow the instructions to create your Mobile Security Key password for your new device.

Step 7: You are all set. Mobile Security Key has been activated on your new device.

Activate your Mobile Security Key on a new phone (Without old device)

Step 1: Log on with your Personal Internal Banking credentials on the new device

Step 2: Select "Switch to this device" on your new device to proceed

Step 3: Select "I don't have my other device"

Step 4: Select "Continue" to proceed

Step 5: Select "Yes" in the pop-up window.

Step 6: Input the verification code sent to you via Email

Step 7: Check the verification code sent to you via SMS

Step 8: Follow the instructions to create your Mobile Security Key password

Step 9: You are all set. Mobile Security Key has been activated on your new device.

Activate Touch ID

Step 1: Logon to the "HSBC HK" app by entering Mobile Security Key Password

Step 2: Please view Terms and Conditions then click "Enable" Touch ID.

Step 3: Touch the Home button to enable Touch ID.

Step 4: Touch ID is enabled. Please view Terms and Conditions then check the box if you want to enable Touch ID for mobile transaction signing. Upon generating security codes, click "Next" to complete the set up.

Activate Face ID

Step 1: Log on to the "HSBC HK" app by entering Mobile Security Key Password

Step 2: Please view Terms and Conditions then click "Enable" Face ID.

Step 3: Touch the power button to enabling Face ID

Step 4: Face ID is enabled. Please view Terms and Conditions and associated risks, then check the box if you want to enable Face ID for mobile transaction signing. Upon generating security codes, click "Next" to complete the set up.

Activate Android™ Fingerprint ID

Step 1: Logon to the "HSBC HK" app by entering Mobile Security Key Password

Step 2: Please view Terms and Conditions then click "Enable" Android™ Fingerprint ID feature.

Step 3: Touch the sensor to enable Android™ Fingerprint ID.

Step 4: Android™ Fingerprint ID is enabled. Please view Terms and Conditions then check the box if you want to enable Android™ Fingerprint ID for mobile transaction signing. Upon generating security codes, click "Next" to complete the set up.

Generate Security Code from your app for Personal Internet Banking

Step 1: Select Generate Security Code from the bottom of the screen

Step 2: Select Log on

Security Code
Your security code
Copy security code
Copy security code
Copy